

Title of Invention: "System and Method for  
Supervising Account Management"  
Inventor's Name: Rebecca Lynn Siegel, et al.  
Application No.: 09/901,078  
Attorney Docket No.: 47004.000089

100

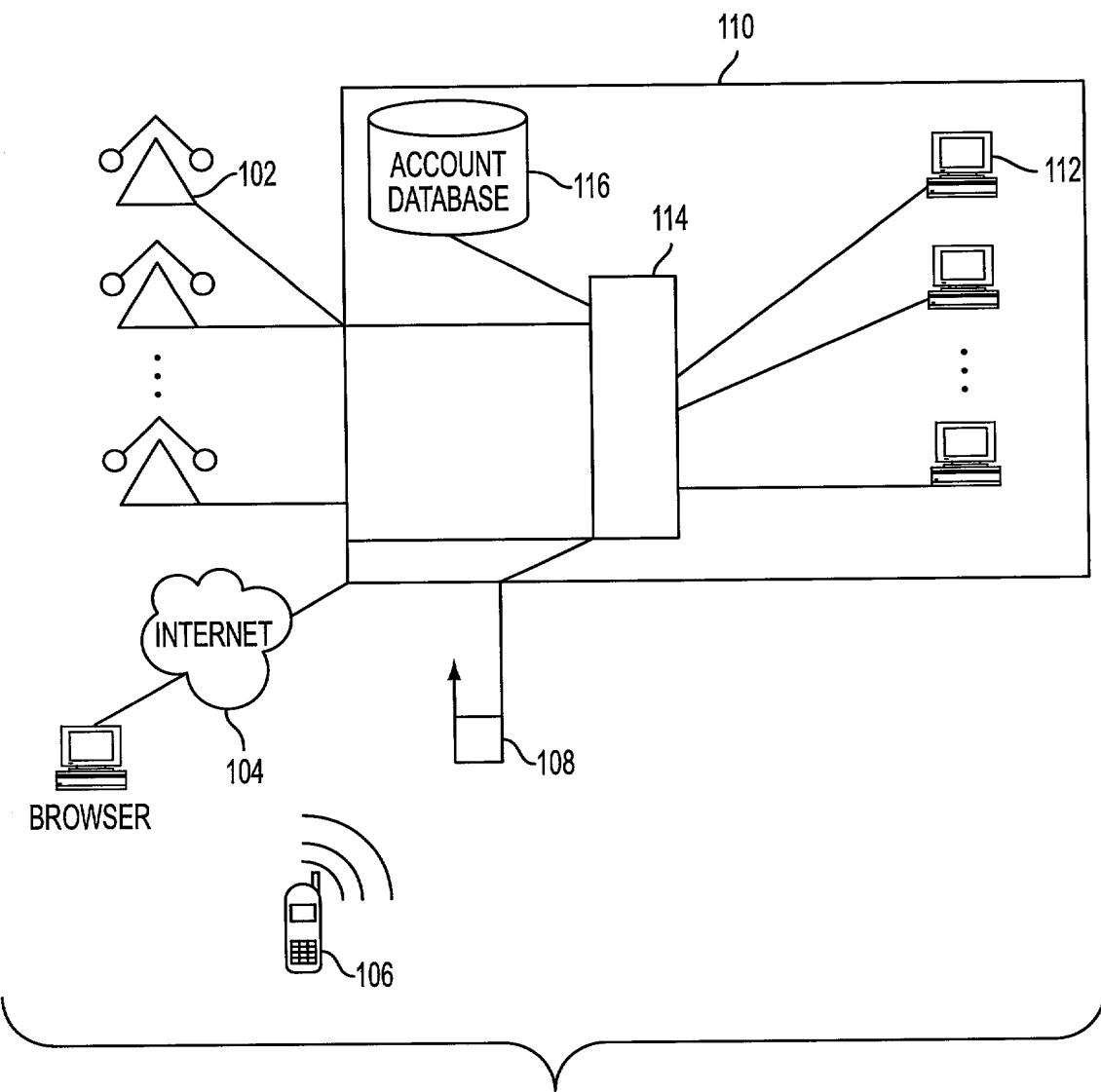


FIG. 1

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LOCATION OF ACCOUNT 10 DAYS  
AFTER PROMISE

http://swilnts735/CSD\_Applications/AppMaint/java/menus.htm - First USA Internet Explorer

File Edit View Go Favorites Help

Administration | Analysis | Logout | Help |

Performance Print DMM Help

### Delinquency Movement Matrix

Tree Organization

Start Date 03/01/2000 CSR  
MM/DD/YYYY Tree Level  
End Date 03/31/2000 First USA  
MM/DD/YYYY Company Level

Matrix Data exists from 11/06/1999 to 04/22/2000

Search

Display Matrix

Display Report Total Dollars Paid

Report for: Rockwell, Christina

Bucket 10-days after Promise

Original Bucket

Static Roll

	0	1	2	3	4	5	6	7	8
0	\$29,995								
1		\$129,722							
2			\$22,173						
3				\$13,131					
4					\$5,005				
5						\$4,026			
6							\$2,202		
7								\$648	
8									\$0

( Status Ready Report Displayed for: Rockwell, Christina Load Time 00:00:10 )

LOCATION OF ACCOUNT ON DAY 202  
PROMISE TAKEN

FIG. 2

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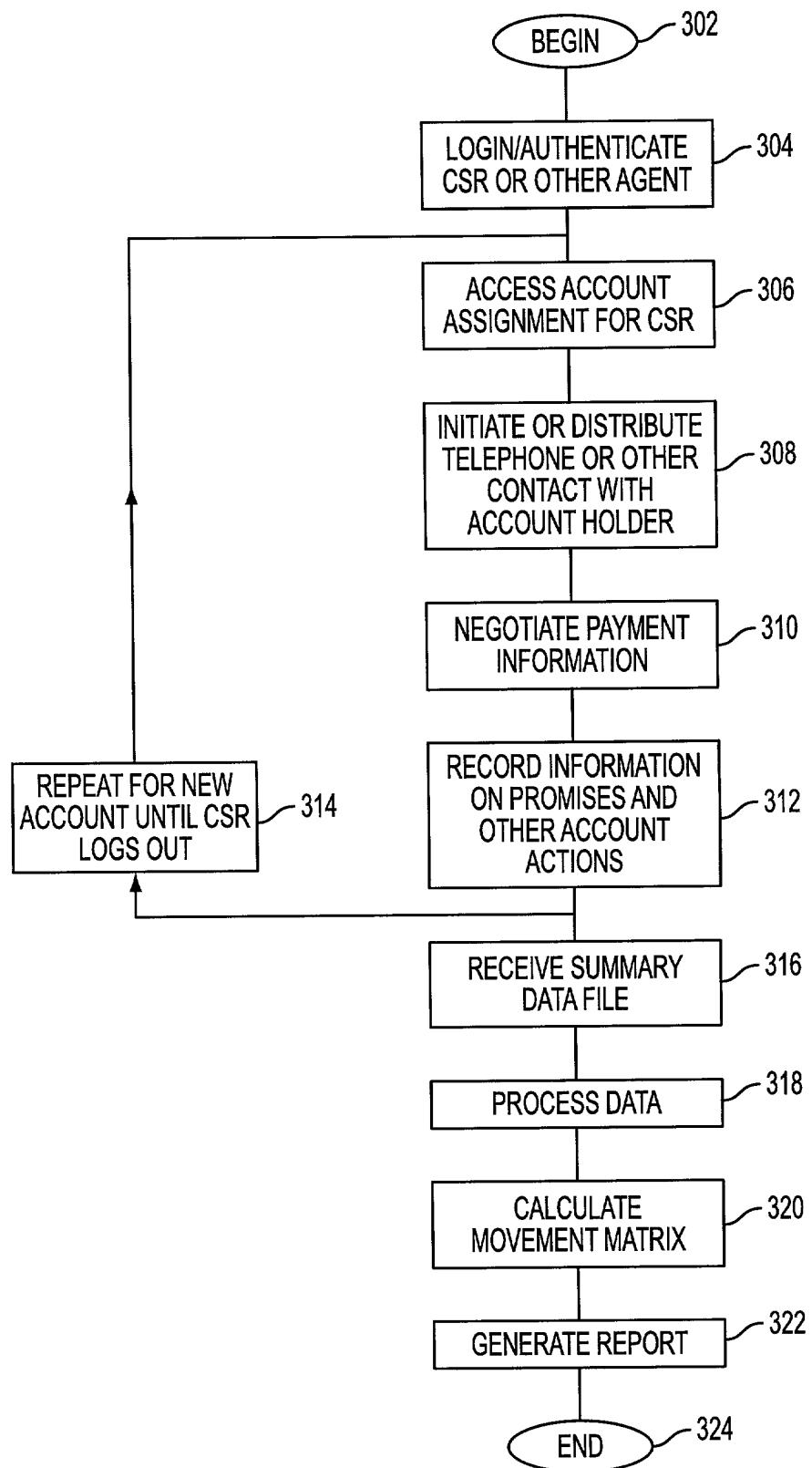


FIG. 3

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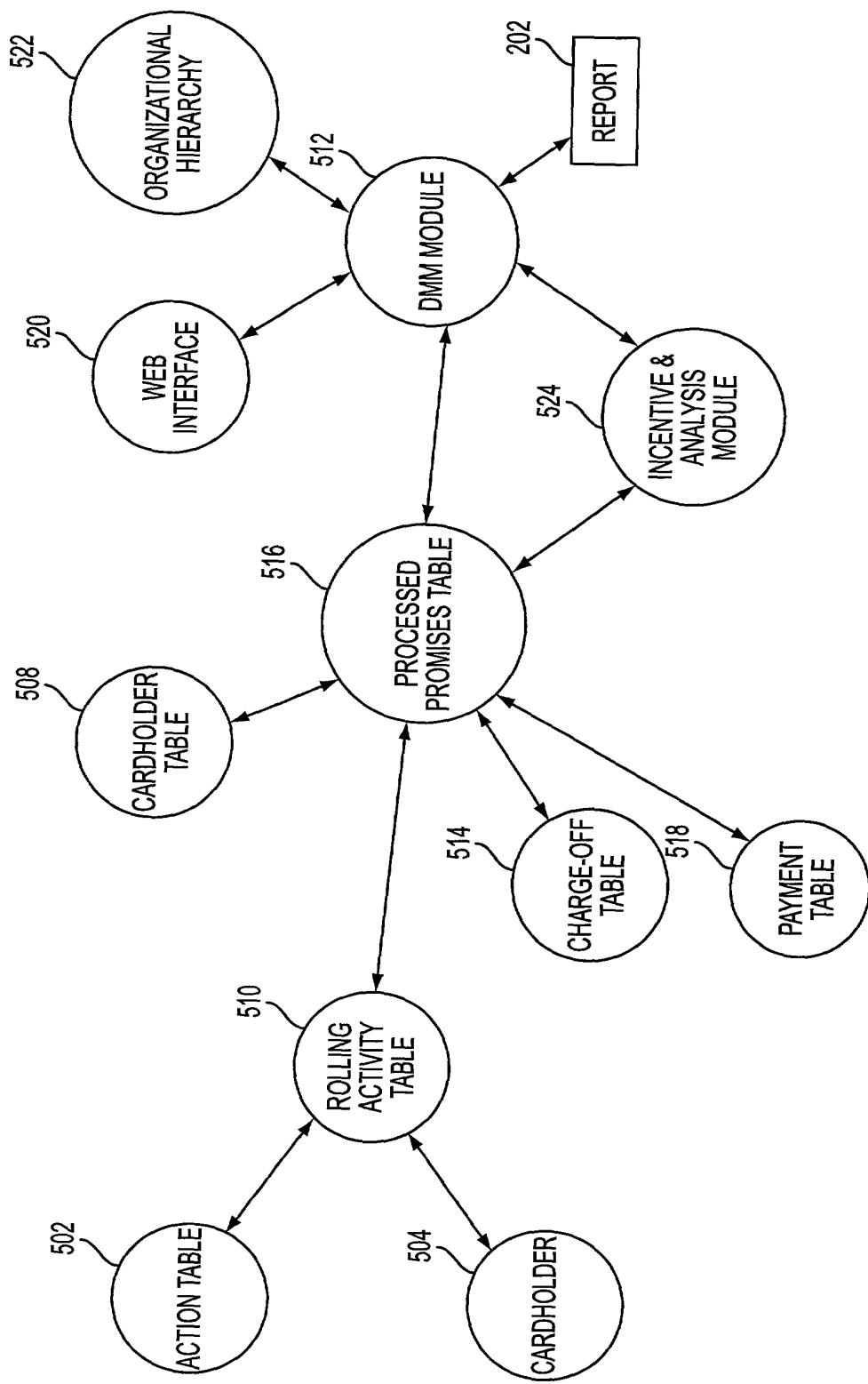


FIG. 4

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Organization Option	Description
CSR	Option to view performance at CSR, Team Manager, Team Leader, site, and company level
CSR - No organization	Option to view CSR performance regardless of company, site, Team Manager, or Team Leader

Note: Global report is available for all report options.

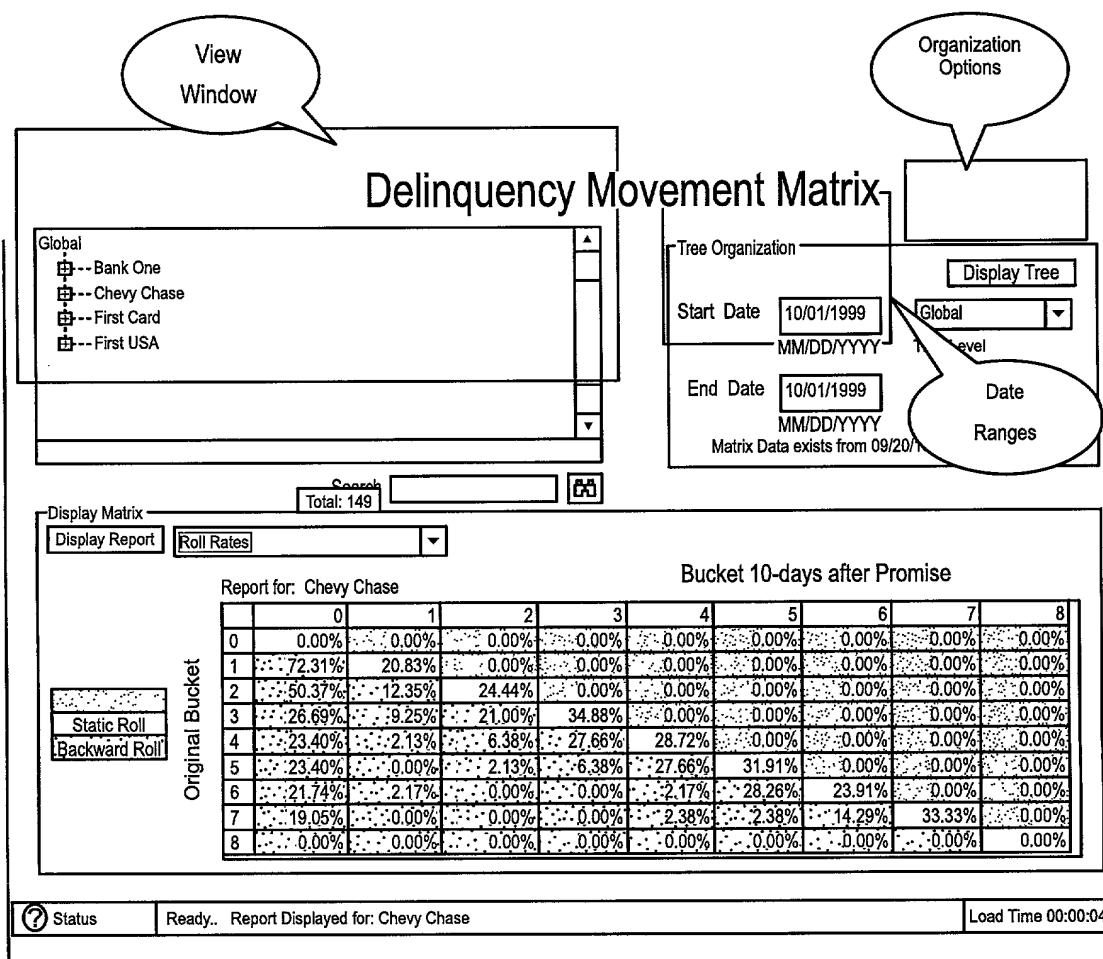


FIG. 5

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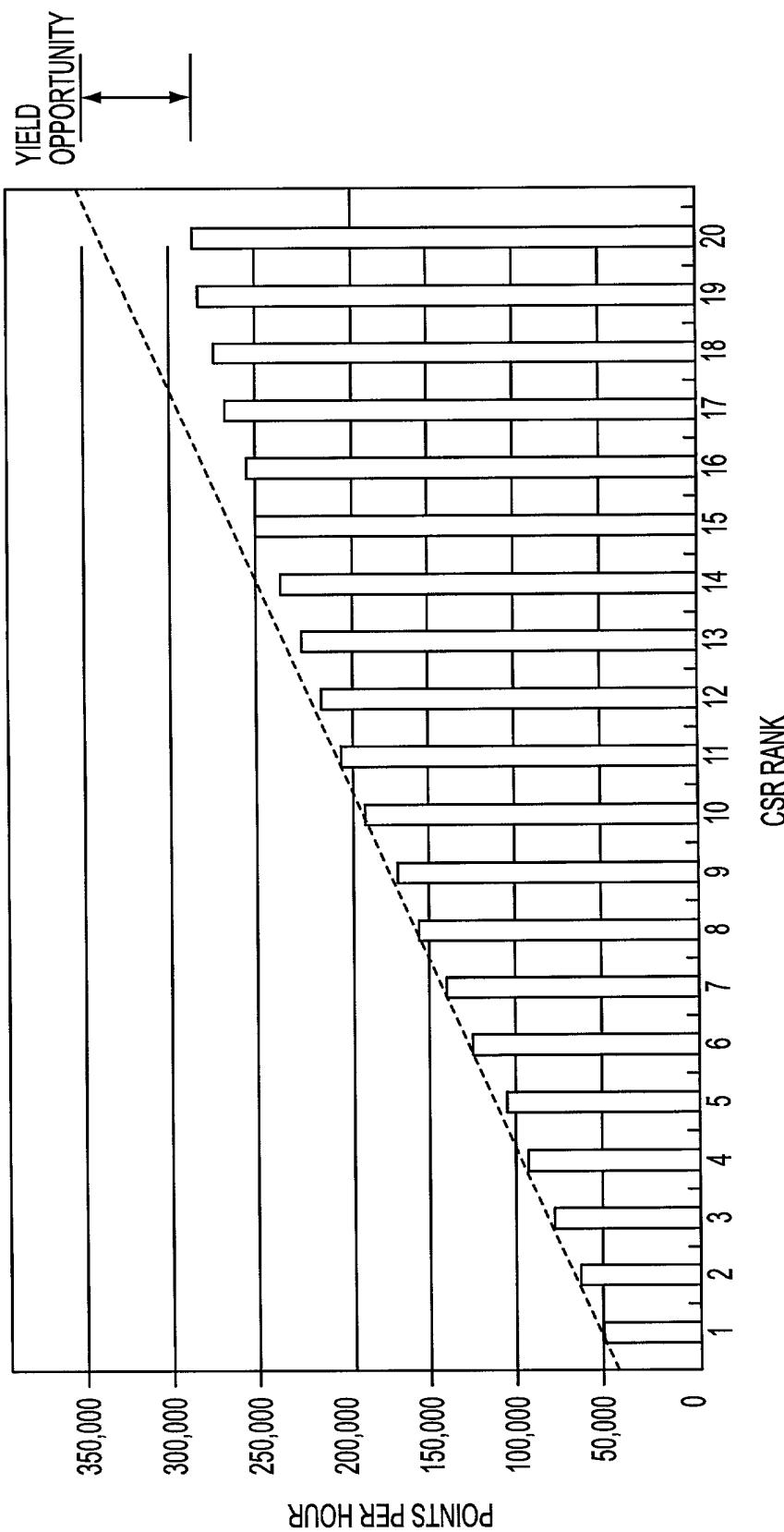


FIG. 6